

Process for Administrative Support Services

Appendix D

The Self-evaluation Process for Administrative Support Services

Program review should be viewed as an ongoing process of self reflection and assessment of program effectiveness with program improvement as the intended outcome. Although program review reports are submitted every six years, it is expected that, at a minimum, programs will collect data and engage in collaborative discussion on an annual basis.

Points to be covered are listed below and are meant to serve as guidelines for the self-evaluation process and the preparation of the report. Topics covered in one section need not be readdressed in another.

Program Description, Goals and SLOs

Describe the service under review, emphasizing the unit's goals, its impact on student success, if appropriate, and how the unit supports the broader college mission.

1. Goals might include delivery of a specific service, compliance with state or federally mandated monitoring, or other activities directed at providing support to the institution or to students.
2. Discuss how the goals and Institutional Learning Outcomes of the College (see Vision, Mission, Goals, and ILOs) are integrated into the unit.
3. Discuss how the unit evaluates its effectiveness in meeting SMC's institutional mission.
Describe your clients in terms of role on campus (student, staff, etc.), ethnicity, race, gender, age, and other pertinent variables.
Reflect on whether your unit is serving the groups you are expected to serve (in terms of diversity, program goals, etc.).
4. If the unit's goals have changed since the last self evaluation, explain how and why they have changed.
5. Summarize modifications made since the program's last self-evaluation. Show how the changes responded to changing needs, technologies, external requirements, and/or other relevant factors.
6. Describe how the unit engages all members in the discussion, review, assessment and revision of unit program goals and/or SLOs.
7. Respond to the commendations and recommendations from the Executive Summary of the previous Program Review.
8. Describe notable achievements since your last self-evaluation.

Program Improvement

Discuss how the unit addresses improvement.

1. What activities has your unit engaged in to improve the administrative support service and environment?
2. How and when has your unit assessed program outcomes, and how have you responded to the results?
3. What changes have been made based on the result of the assessed outcomes?

Program Environment

1. Discuss the unit's environment, including the relationships among staff and program engagement with other units or support areas.
2. Discuss unit engagement in institutional efforts and activities (ex. committee participation).
3. Discuss facilities, staff, and equipment assigned to the unit and how well they support unit goals. Identify facilities and equipment needed to support program enhancement or to overcome hindrances to the ability of the unit to function properly.
4. Indicate the specific hours the unit operates and describe how the scheduled hours of availability meet the demand for services. If the unit operates during other than normal business hours, specify how these additional times meet the needs of other units/programs/students.
5. Describe the influences that external factors, such as state laws, changing demographics, and the characteristics of the students/clients served have on the structure and services of the program and how the unit addresses these factors.
6. Describe the interactions between this unit and other units/programs on campus and any particular influences these interactions have on the ability of the unit to meet its goals.

Program Effectiveness

Describe how the program evaluates unit effectiveness and its impact on the institution and student/client success.

1. If data is available, describe how well your program is doing in terms of the following outcomes:
 - Volume of unit activity (number of students/clients served, number of appointments, etc.)
 - Efficiency (responsiveness, timeliness, number of requests processed, etc.)
 - Effectiveness of service in accomplishing intended outcomes (accuracy, completeness, etc.)
 - Client/student satisfaction with services
2. Discuss how program or achievement outcomes relate to the unit goals
3. Discuss how the unit contributes to student/client success and the ability of clients to meet their goals.

Conclusions & Recommendations

Present any conclusions and recommendations resulting from the self-evaluation process, referencing the specific topics above. Include information on how the unit engages all unit members in the self evaluation dialogue and how everyone participates in the program review process.

1. Summarize your areas of strength and areas that need improvement.
2. Identify strategies for the future. Discuss any projected changes and anticipate how the changes may affect staffing, facilities, equipment, and other operational areas.

Sources of Information

Administrative units may refer to the following sources of information in the self-evaluation process:

1. Program goals statements.
2. The Executive Summary from the program's previous Program Review.
3. Reports from Institutional Research, and state and federal sources. Please note, SMC's Department of Institutional Research has compiled data from recent semesters and sessions and posted it online. To access this source and to request data go to: <http://www.smc.edu/apps/comm.asp?Q=187>. Other sites such as CalPass: <http://www.cal-pass.org/> may also provide pertinent information.
4. Results of any research projects undertaken by the unit to examine any relevant area of interest.